

**Department of Environmental Protection
Montgomery County, Maryland**

DIVISION OF SOLID WASTE SERVICES



Montgomery County launches Maryland's first fleet of 2010 EPA emission compliant refuse and recycling trucks powered with clean compressed natural gas (CNG).

Twenty trucks went into service in May 2010. The entire fleet of 102 CNG trucks will be in service by June 2012, retiring all diesel powered collection equipment.

***MONTHLY REPORT
MAY 2010***



Printed on Recycled and Recyclable Paper

TABLE OF CONTENTS

<u>OVERVIEW</u>	3
<u>CITIZEN COMMITTEES</u>	4
<u>COLLECTIONS</u>	4
<u>WASTE MINIMIZATION</u>	6
<u>HAZARDOUS WASTE PROGRAMS</u>	6
<u>WASTE REDUCTION</u>	7
<u>AIR PERMITS AND ENVIRONMENTAL PROGRAMS</u>	7
<u>RECYCLING</u>	7
<u>PILOT PROGRAMS</u>	9
<u>FACILITY ACTIVITIES</u>	9
<u>OUT-OF-COUNTY HAUL</u>	12
<u>GENERAL INFORMATION</u>	13
<u>SOLID WASTE FACTS IN A NUTSHELL</u>	14
<u>GLOSSARY OF ACRONYMS</u>	15

OVERVIEW

Tonnage at a Glance

The following table shows key material flows during the current month, fiscal year to date (FY Total), and the current calendar month in the two prior fiscal years. (County Fiscal Year 2010 began July 1, 2009.)

FACILITY	May FY10	FY10 Total	May FY09	May FY08
Materials Recovery Facility ⁽¹⁾	6,035 tons	71,850 tons	6,508 tons	7,704 tons
Brunswick Landfill Facility ⁽²⁾	15,700 tons	156,162 tons	12,312 tons	21,843 tons
Resource Recovery Facility ⁽³⁾	45,623 tons	479,971 tons	41,852 tons	54,042 tons
Yard Trim Compost Facility	5,537 tons	68,106 tons	5,268 tons	5,880 tons

(1) MRF tons reported as outgoing.

(2) Refers to waste sent to the landfill for disposal (ash residue and nonprocessable waste). It does not include rubble and bulk natural wood waste that is recycled.

(3) RRF tonnage refers to tons burned (processed). Waste shipped from the Transfer Station but not burned is in the pit and is not included in the tonnage presented here. These tonnages are preliminary, with adjustments made in the September and December monthly reports.

During May, program staff:

- Researched properties and entered billing changes into the database;
- Continued work on the Equity Enhancement Study for Task Order #25;
- Prepared monthly house counts for collection contractors;
- Processed vacancy refunds payable in May;
- Updated Access™ databases and Excel™ spreadsheets for monthly Refuse and Recycling Collection contractor reports;
- Continued routine research and correction of solid waste fee abnormalities as they emerge in the property tax database;
- Generated Hauler/Collector Credit Account invoices for May 2010 totaling \$1,100,751.81 (a decrease of \$143,386.11 below May 2009);
- Updated the Aging Report (30-day arrearage was \$2,416.40 as of June 7, 2010);
- Continued compiling data for the CY09 Mass Balance (County-Wide Materials Flow Analysis);
- Reconciled May 2010 tons to monies posted in FAMIS, as well as to the total dollars charged in Paradigm;
- Continued to update and verify information in the Division of Solid Waste Services' (DSWS) Fixed Asset Database;
- Assist with ongoing DSWS IT services, ERP and MC311 implementation; and
- FY11 budget and rates were approved by County Council.

CITIZEN COMMITTEES

Dickerson Area Facilities Implementation Group (DAFIG) – The next meeting will be held on Tuesday, June 8.

Solid Waste Advisory Committee (SWAC) – The regular monthly meeting for SWAC was held on Saturday, May 8, 2010. The topic was on the Resource Recovery and Composting Facilities in Dickerson, MD. There were seven SWAC members and three County staff members present. The next monthly meeting is scheduled on Tuesday, June 1, 2010 at the EOB Lobby Level Auditorium.

COLLECTIONS

Resident Missed Collection Complaints:

May 2010	98
May 2009	110
Difference	-12

Call Center:

Bulk trash requests	1,616
Scrap metal requests	2,002
Blue bin requests	991
Blue cart requests	265
Literature requests	232

Public Outreach:

- **Survey Cards:**

The Public Service Workers distributed 1,460 survey cards in May and received 3.8% of the cards back.

	Excellent	Good	Average	Fair	Poor
Recycling Programs	65%	31%	3%	1%	0%
County Staff	64%	26%	10%	0%	0%
Recycling Crews	56%	30%	6%	3%	5%

Collections mailed out 199 survey cards in May and received 9.5% of the cards back.

	Excellent	Good	Average	Fair	Poor
Recycling Programs	74%	26%	0%	0%	0%
County Staff	78%	22%	0%	0%	0%
Recycling Crews	50%	44%	6%	0%	0%

- **Website Survey:**

This month 3 residents responded to our website survey. The following are percentages detailing resident satisfaction with our recycling programs, county staff, and collection crews:

	Excellent	Good	Average	Fair	Poor
Recycling Programs	100%	0%	0%	0%	0%
County Staff	0%	100%	0%	0%	0%
Recycling Crews	50%	0%	0%	0%	50%

Collection Section Enforcement Actions:

- Citations: One citation issued in the month of May. 48-21(b) Did collect solid waste after 9 p.m. and before 7 a.m. within 500 feet of a residential structure. Issued to Titus Trash Company at the 11300 block Kings Valley Drive.
- Notices of Violation: No Notices of Violation were issued for the month of May.

Website:

The following is information gathered from the Montgomery County Solid Waste web in May 2010:

Solid Waste Services Website

Unique Visitors	48,058
Page Loads	139,996

Email List Memberships

Topic	Members	New subscribers this month
Holiday Reminder	14,044	-7
HHW Announcements	5,000	85
Newsletter Helper	2,569	33
Facility Updates	2,051	44
Electronics Recycling	2,143	76
GoGreen	996	47

Civic Loop	193	26
Non-Residential Recycling	137	17
Multi-Family Recycling	126	18
Division Monthly Report	128	27
Total Subscriptions	27,387	366

Most Popular Web Pages

1. Shady Grove Processing Center and Transfer Station
2. How do I...
3. Bulk trash
4. Housing Hazardous Waste
5. Recycling Center
6. Holidays
7. Scrap metal recycling
8. Compost bins
9. Curbside collection service
10. Latex Paint

WASTE MINIMIZATION

Product Recycled	Approximate weight recycled in April 2010 (tons)
Computers	27 tons
TVs	122 tons
Propane Tanks	2 tons
Textiles	13 tons
Construction Materials (Don't Dump – Donate)	6 tons
Vehicle Batteries	16 tons
Rechargeable Batteries	1 ton

HAZARDOUS WASTE PROGRAMS

Household Hazardous Waste (HHW) Collection – There were a total 6,324 patrons to the program this month. During normal business hours we had 6,045 patrons and after 5:00 p.m. we had 279 patrons for this month. There were 242 patrons for March and 373 patrons for April who utilized the HHW after 5:00 p.m.

Small Quantity Generator/ECOWISE Program – There were 15 ECOWISE participants this month.

WASTE REDUCTION

Bicycle Recycling – “Bikes for the World” removed 2 tons of bikes this month (for restoration and shipment to countries worldwide)

Paint Reduction – The free paint program gave away 265 gallons of paint to 27 customers. We solidified 56 cubic yards of paint.

NEW ‘GOGREEN’ Website – The new *GoGreen* website, (www.montgomerycountymd.gov/GOGREEN) will be a one stop site for a wide range of environmental programs and information for residents and businesses. This month, the site had 113 unique page views and 74 visits, down from last month.

Straight Vegetable Oil (SVO) Recycling – The Transfer Station has a vendor that accepts Straight Vegetable Oil (SVO) for the sole purpose of bio-diesel production; This month 2 tons of SVO was shipped out for processing into biodiesel (<http://www.montgomerycountymd.gov/veggieoil>).

AIR PERMITS AND ENVIRONMENTAL PROGRAMS

Resource Recovery Facility (RRF): CEMS Tracking of RRF Emissions – The CEMS reported no instances of stack gas emissions exceeding permitted concentration limits during the month of May.

TES Contract (Weather Station) – All of the instrumentation worked normally in May. Data recovery for all parameters was 100 percent for the month. The total rainfall for the month was 5.42 inches.

WASTE REDUCTION AND RECYCLING

Public Education and Outreach – DSWS held Recycling Awareness Week during the week of May 24 through May 28, 2010. Recycling Awareness Week is designed to increase awareness of recycling, highlight exemplary efforts to recycle already underway throughout the County, and encourage increased participation in the County’s recycling programs. As part of the week, DSWS staff visited 12 MCPS and private schools and conducted interactive educational assemblies on waste reduction, reuse, recycling and buying recycled to over 2,670 school students and faculty members. DSWS also recognized the contributions of the Division’s Recycling Program Volunteers during the Recycling Volunteer Recognition Ceremony and recognized the efforts of 50 businesses and employees, 20 multi-family properties, residents, and property managers and 12 MCPS school students during the Division’s recycling achievement awards recognition

program. During the month, staff also finalized reprints of educational materials and began production of the *Close the Loop: Buy Recycled* video.

On-Site Composting and Waste Reduction Activities – A total of 588 compost bins were distributed in May to encourage residents to compost their leaves and grass clippings on-site. Staff conducted numerous composting workshops during the month. These workshops were held at the Landon School Azalea Festival, St. Rose de Lima Church, Woodmoor Community Association, and at the Sugarloaf Citizens Association's Plant Swap in Dickerson. During these events, a total of 84 residents learned about the composting process and the types of materials that can be composted. Staff continues to schedule additional composting demonstrations and workshops for June.

Recycling Investigations Unit – Since the unit was established, 29,524 site visits and 3,236 formal investigations have been conducted. In May, 39 NOVs were issued to businesses and multi-family properties for infringements against the recycling regulations and Chapter 48. No citations were issued to businesses or multi-family properties during the month of May.

Commercial Recycling and Waste Reduction – The SORRT Program conducted 851 on-site visits of businesses in May. Staff resolved three complaints, participated in 29 events reaching 4,514 people and responded to 46 requests for information ranging from educational materials to presentations for property managers, tenants, and employees. Work continues on field verifying Calendar Year 2009 Annual Business Recycling and Waste Reduction Reports to ensure the information submitted on the reports is accurate. The fourth issue of the quarterly SORRT Network Newsletter will be distributed by the end of June. Work continues on completing several other task orders including updating reprints of educational materials, developing an educational mailer for businesses focused on implementing recycling programs for customers where food and beverages packaged in recyclable packaging are consumed on-site, and designing a new mixed paper recycling container label to increase awareness of mixed paper recycling. Because of the procurement freeze, recycling bins for businesses are not being distributed until such time as they can be purchased by DSWS again. Businesses requesting these bins are being added to a running list, and are told that they will receive recycling bins as soon as possible at some future time.

Multi-Family Recycling and Waste Reduction – The TRRAC Program conducted 264 on-site visits to multi-family properties in May to monitor the status and progress of their recycling programs and to recommend program improvements. Staff participated in 9 multi-family property educational events, reaching 577 people. Staff also responded to 43 requests for information, resolved 4 resident concerns, and distributed 488 multi-family recycling bins. Staff continues to field verify the Multi-Family Annual Recycling and Waste Reduction Reports covering calendar year 2009 to ensure the information submitted is accurate. Work continued on translating the primary educational recycling brochure for multi-family residents into 6 additional languages (Amharic, Korean, French, Vietnamese,

Japanese and Farsi); it is already available in English, Spanish, Chinese, and Russian. Work also continued on developing the next edition of the TRRAC newsletter for multi-family property representatives, the Spanish translation of the multi-family recycling video, and on updates to other recycling resources such as recycling container labels and posters.

Mixed Paper Recycling – Existing educational materials were distributed to residents at several events. Larger quantities of materials were also provided to homeowner associations and civic groups for their use and distribution.

Volunteer Activities – Nineteen volunteers, some of which participated in more than one event, contributed 146 hours of their time to support recycling activities in May. Three volunteers provided 100 hours of office assistance. Two neighborhood recycling block captains distributed recycling information to 20 neighbors in Bethesda and provided a grasscycling demonstration to 2 residents in Rockville. Fifteen volunteers participated in five community outreach events throughout Montgomery County directly reaching 454 residents, with one lead volunteer covering a shift during the three day long Azalea Festival at the Landon School in Bethesda. The Recycling Volunteer Program recruited three prospective volunteers and two new volunteers in May. In addition, the program participated in a volunteer recruitment fair at Lakelands Park Middle School reaching 212 potential volunteers.

PILOT PROGRAM

Cooperative Collection/Alternative Collection – The SORRT Program continues to monitor all three Cooperative Collection Projects in Silver Spring to ensure that the participants are recycling properly. The SORRT Program is in the process of reviewing cost data for all three existing projects to help determine cost-saving information.

FACILITY ACTIVITIES

Resource Recovery Facility (RRF) – The RRF processed a total of 45,623 tons, or 1,369 tons per day. Trash deliveries averaged 11,087 tons per week. On May 4 unit #2 was removed from service to make grate repairs over the weekend and returned to service on May 6. On May 11 unit #2 was removed from service for its scheduled spring outage. During the outage, about 400 square feet of inconel was installed in the lower furnace. In response to UT readings, about another 300 square feet was installed in the 2nd and 3rd passes as a proactive measure to prevent future leaks. In addition, repairs were made to the scrubber, baghouse and back end duct work. Inspections of the furnace refractory tile showed it to be in good condition with no apparent impacts from the LN operation. An additional 4 rows of the new tile was installed in the rear wall.

There were no OSHA recordable incidents this month.

There were no generation emergencies issued by PJM during this month. There was no need to purchase power during the month.

The following environmental activities occurred:

- Submitted the April 2010 Water Supply Monthly Operating Report to MDE.
- Sampled wastewater discharge outfall 001 and results were in compliance.

Materials Recovery Facility (MRF) – Approximately 1,688 tons of commingled material were shipped out and approximately 4,347 tons of mixed paper were loaded out and transferred to the Office Paper Systems, Inc. processing facility this month. Replaced worn asphalt with concrete at the entrance to the storage shed and the area where we load the trailers transporting glass. Replaced or patched damaged curbs at several locations. Began using the old scrubber/sweeper to sweep the access road it was fitted with a magnet to pick up sharps, such as nails and screws, lying on the road.

Oaks Landfill – The new 2.4 MW landfill gas-to-energy plant continues to operate. SCS is nearly complete with Punch List items.

Gude Landfill – The new 0.8 MW landfill gas-to-energy plant continues to operate. SCS is nearly complete with Punch List items.

The Yard Trim Processing Facility Project and all related activities have been placed on hold until it can be potentially incorporated into the Gude Landfill Remediation Plan.

Work related to the Gude Landfill Remediation project continues. DEP and M-NCPPC are collaborating to assess the best option for long-term management of impacted park land that is adjacent to the Gude Landfill. The County and EA Engineering received the groundwater monitoring well permits from the County DPS. Leachate seep repairs along the NW and SE portions of the Gude Landfill were performed. Meetings with the Community and DEP/DSWS regarding the Gude Landfill Remediation will continue on a monthly basis.

Solid Waste Transfer Station – Covanta shipped 47,192 tons of processible waste via rail from the Transfer Station to the RRF; 1,000 tons more than shipped in May 2009.

The inbound radiation detectors had 13 valid alarms – 3 alarms involved a driver or passenger who had undergone recent medical tests and/or treatment involving radioactive isotopes and residual radiation; and 8 alarms by vehicles that were identified as containing low levels of medical isotopes with short half-lives in trash. One False Alarm and 1 load was rejected because material was not acceptable for disposal, the material was released from NIH and found to be Nuclide NA-22.

The Public Unloading Facility radiation detectors had 8 alarms. All alarms involved drivers or passengers who had undergone recent medical tests and/or treatment involving radioactive isotopes and residual radiation.

Transfer Station Enforcement – Under Chapter 48 of the Montgomery County Code, a total of 41 enforcement actions were taken during the reporting period. The enforcement composition breakdown includes:

Action	Verbal Warning	NOV	Citation
Lacking the Permit Required to Collect or Dispose of Solid Waste	1	12	6
Delivering Solid Waste Acceptable for Recycling to a Solid Waste Facility	1	4	6
Hauling Solid Waste Without a Valid Collectors Tag	1	0	2
Unlicensed Company	2	0	0
Un-permitted Vehicle of a Licensed Company	1	0	2
Transporting Solid Waste Without a Tight Fitting Cover	0	1	1
TOTAL	6	17	18

Site 2 Landfill Properties – Design work continues on the Site 2 ponds. Staff continues to address deer management issues.

Yard Trim Compost Facility – The facility received 5,537 tons of material for composting; this compares with 5,268 tons of material received during the same period last year. No material was diverted to back-up composting facilities. There were 6,320 cubic yards of bulk LeafGro™ shipped this month; compared with 3,958 cubic yards for the same period last year. There were 206 cubic yards of Linden Farm Humus sold; this compares with 3,499 cubic yards for the same period last year.

Bagging Operation – 68,600 bags of LeafGro™ were shipped to distributors. This compares with 44,700 bags shipped during the same period last year. (Each bag is 1.5 cubic feet weighing 45 lbs.)

In May, 1,225 1-cubic foot bags of LeafGro™ were sold. This compares with 879 bags during the same period last year.

In May, 2,100 bags of Compro™ bags were shipped to distributors. This compares with 2,250 bags during the same period last year.

OUT-OF-COUNTY HAUL

Brunswick County, Virginia – Approximately 13,003 tons of ash residue and 2,696 tons of nonprocessable waste were transported to the County's dedicated disposal cell at the Brunswick Waste Management Facility, Inc., Landfill in Brunswick County, Virginia.

Perry Hall Maryland – Approximately 2,771 tons of asphalt, soil, concrete, and brick and block were sent to the Honeygo Run Recycling site in Perry Hall, Maryland, for construction and demolition recycling in the month of May.

GENERAL INFORMATION

Important Telephone Numbers

General information on solid waste	240-777-6400
Customer Service	240-777-6410
Transfer Station	240-777-6560 (County Office) 301-916-3031 (Covanta) 301-330-2840 (MES)
Materials Recovery Facility	240-777-6591 (County Office) 301-417-1433 (MES)
Resource Recovery Facility	240-777-6494 (County Office) 301-916-3031 (Covanta)
Yard Trim Compost Facility	301-428-8185 (MES)
Internet for DSWS	www.montgomerycountymd.gov/solidwaste www.montgomerycountymd.gov/recycling www.montgomerycountymd.gov/hazardouswaste www.montgomerycountymd.gov/useitagain www.montgomerycountymd.gov/yardtrim www.montgomerycountymd.gov/veggieoil www.montgomerycountymd.gov/GOGREEN

Note: All comments, questions, and suggestions on the contents of this report should be addressed to:

Serena Bell
Department of Environmental Protection
Division of Solid Waste Services
101 Monroe Street, 6th Floor
Rockville, MD 20850
Tel: 240-777-6459
Fax: 240-777-6465
Email: serena.bell@montgomerycountymd.gov

SOLID WASTE FACTS IN A NUTSHELL

TOPIC OR FACILITY	
Latest Tonnage of Materials Recycled in a Fiscal Year in Montgomery County	495,371 (FY09)
Latest Recycling Rate Reported in Montgomery County	44.2% (FY09)
Recycling Goal	50% by December 2010
Resource Recovery Facility (RRF)	Permitted Capacity = 657,000 tons per calendar year (based on 5,500 BTU/lb waste)
Yard Trim Compost Facility	<p>Under the Sugarloaf Settlement Agreement, operations are limited to the receipt of 77,000 tons per fiscal year.</p> <p>In FY09, 67,928 tons of yard trim were received at the Dickerson Facility.</p>
# Residences receiving trash collection by County contractors	90,957
# Residences receiving collection of recyclables in blue bins and yard trim collection	210,623
Term of out-of-county waste transportation and disposal contract with Brunswick Waste Management Facility, Inc.	June 19, 1997 through June 30, 2012 with an option for a five-year renewal. (Service started October 20, 1997.)

GLOSSARY OF ACRONYMS

BTU	British Thermal Unit
CEMS	Continuous Emissions Monitoring System
DAFIG	Dickerson Area Facilities Implementation Group
DEP	Department of Environmental Protection
DSWS	Division of Solid Waste Services
EPA	United States Environmental Protection Agency
ERP	Enterprise Resource Planning
FY	Fiscal Year
HHW	Household Hazardous Waste
MCPS	Montgomery County Public Schools
MDE	Maryland Department of Environment
MES	Maryland Environmental Services
M-NCPPC	Maryland-National Capital Park and Planning Commission
MRF	Materials Recovery Facility
MSW	Municipal Solid Waste
NMWDA	Northeast Maryland Waste Disposal Authority
NOV	Notice of Violation
OSHA	Occupational Safety & Health Administration
PJM	Pennsylvania-New-Jersey-Maryland
RRF	Resource Recovery Facility
SCFM	Standard cubic feet per minute
SCS	SCS Engineers, Inc.
SORRT	Smart Organizations Reduce and Recycle Tons
SWAC	Solid Waste Advisory Committee
SVO	Straight Vegetable Oil
TRRAC	Think Reduce and Recycle at Apartments and Condominiums
UPS	Uninterruptible Power Supply
WVO	Waste Vegetable Oil